

# CITY OF PLYMOUTH

## ACCOUNT CLERK I/II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

### **DEFINITION:**

Under general supervision, performs point-of-capture data entry related to cash receipts and accounts payable transactions; prepares, processes and verifies bookkeeping entries affecting general and subsidiary ledgers; performs customer service functions with the public and/or accounts payable vendors both in person and over the phone; performs other related duties as required.

### **DISTINGUISHING CHARACTERISTICS:**

#### **Account Clerk I**

This is the entry level class in the Account Clerk series and, initially under closer supervision and within well-established procedural guidelines, is responsible for performing the more routine supporting accounting functions. An incumbent may advance to the next higher classification of Account Clerk II upon meeting the employment standards for that class and receiving approval of the City Manager. This classification is distinguished from the Account Clerk II classification by the lower level of complexity of the work performed and a lesser independence of operation. Incumbents in this class are expected to learn procedures and practices and to perform increasingly more complex work over a period of time.

#### **Account Clerk II**

This is the journey level class in the Account Clerk series and is responsible for a full range of financial record keeping transactions including accounts payable, accounts receivable, utility billing, collection and taxation. Incumbents may be assigned a variety of accounting related responsibilities and are expected to perform more detailed non-professional accounting duties. This classification is distinguished from the next lower-level classification of Account Clerk I by the performance of the full range of duties working with minimal supervision and performing the more complex assignments in all areas.

### **SUPERVISION RECEIVED/EXERCISED:**

Receives general supervision from the City Manager. Incumbents of this class do not routinely exercise supervision.

### **ESSENTIAL FUNCTIONS:** *(Duties in this Class include but are not limited to the following)*

- Performs the full array of duties assigned to classes in the Account Clerk series including the preparation and maintenance of financial records.

- Demonstrates a full understanding of applicable policies, procedures and work methods associated with assigned duties.
- Accepts payments for utility services, various licenses, permits and fees; explains utilities billing, business license procedures and other regulatory policies to customers.
- Reviews and prepares vendor invoices for payment.
- Addresses verbal and written requests for information submitted by vendors and outside department personnel related to the accounts payable function
- Utilizes computerized data entry equipment, various word processing and spread sheet programs to enter, store and retrieve information as requested; summarizes data in preparation of standardized reports.
- Writes check requests; prepares invoices and billing statements; collects payments for invoices and statements and maintains deposit records.
- Answers telephone and responds to inquiries providing information to employees and members of the public regarding program activities and policies.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.
- Greets the public at the counter and assists them in a professional manner.

**WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone service and communicating in person. The need to lift, drag and push files, computer reports or other materials weighing up to 25 pounds also is required.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification)*

**Education and/or Experience:**

Any combination of education and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way of obtaining the required qualifications would be:

**Account Clerk I**

Completion of high school or equivalent (General Education Development (GED) Test or California Proficiency Certificate), plus six months of experience involving financial record keeping or the performance of related work.

**Account Clerk II**

Two years of experience of increasingly responsible financial record keeping or the performance of related work, and a high school diploma or equivalent.

**License/Certificate:**

Possession of, or the ability to obtain, a valid class C California driver's license may be required for some positions.

**KNOWLEDGE/ABILITIES/SKILLS** *(The following are a representative sample necessary to perform essential duties of the position)*

The level and scope of the knowledge and abilities listed below vary according to the I versus II levels.

**Knowledge of:**

Principles and practices of bookkeeping and financial record keeping; basic accounting principles; City budget structure, business license, utility billing procedures and practices, and fiscal systems and procedures; techniques for maintaining financial journals and ledgers; techniques for the preparation of financial reports; modern office practices, procedures and equipment usage; basic office/clerical procedures.

**Ability to:**

Accurately maintain a variety of financial records, journals and files; accurately count, record and balance transactions; independently make mathematical calculations quickly and accurately; operate a computer terminal, calculator and other office equipment; understand and carry out oral and written instructions; provide excellent customer service when dealing with irate citizens; plan, coordinate and organize work to meet deadlines; perform a wide variety of office support functions and many tasks at the same time; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Operate an office computer and a variety of word processing and software applications.